



## CLIENT SUPPORT AND SERVICES

**AMETEK Solidstate Controls** is dedicated to providing continued service and support for your equipment for its entire life. Our factory trained service team can help you ensure up-time and continuity of electrical power through a variety of services including preventive maintenance, technical support, training and repairs and spare parts.

### PREVENTIVE MAINTENANCE

Through our testing, field experience and supplier recommendations we have developed a lifetime preventive maintenance schedule for our equipment. Our annual maintenance events provide cleaning, in-depth testing, calibration and parts replacement as identified in need or part of predictive replacement. Performing annual maintenance with our factory trained engineer ensures proper equipment functionality, fixes identified problems before they become emergent and gives peace of mind with 12-month Extended Service Coverage from the date of your completed preventive maintenance.

### COMPREHENSIVE SERVICE AGREEMENTS

We offer three levels of multi-year service agreements, which are designed to amortize the expense of preventive maintenance while supporting your annual maintenance schedule and ensuring your critical power equipment is functioning as designed. Not only does this make it easier to budget for multiple years but it also provides additional discounts on parts and training and guarantees a quick emergency response time.

### 24/7 TECHNICAL SUPPORT

Our dedicated, factory-trained technical support team is available 24/7 to provide assistance with the operation or service of your systems. Our emergency phone line rings directly to our engineers and from there they will determine whether they can assist by troubleshooting over the phone or through a screen share. If they deem on-site service is necessary, they will help get you scheduled with a technician.

### EMERGENCY REPAIRS

In emergency situations, we can dispatch a Field Service Engineer to your site within 24 hours from your initial call. They will inspect and repair your system as quickly as possible.

## TRAINING

With our four-day, in-person class you can earn Continuing Education Units while gaining a better understanding of your system. Our state-of-the-art training center in Houston, Texas allows us to replicate your specific equipment in our lab so that you receive a customized, hands-on experience that enables you to leave training with the confidence you need to work on and troubleshoot your facility's systems. We also offer on-site training that can be tailored to your site and equipment.



## SPARE AND REPLACEMENT PARTS

With a stock of over 5,000 different parts, including printed circuit boards, fans, semiconductors, fuses, capacitors, breakers and more, we can quickly meet many replacement part needs. We can also provide a comprehensive spare parts inventory recommendation based on your specific assets. We have the ability to provide and install custom spare parts, including factory-made CVTs and transformers.

## BATTERY OFFERINGS

We offer an array of battery services including testing such as capacity testing, acceptance testing and IEEE load testing. We are able to provide battery bank rentals and assist in the sizing, selection and installation of batteries as well as removal and recycling.

## WEBINARS

We offer regular one-hour technical webinars hosted by our Senior Technical Manager. We cover topics from basic system overviews, FAQs, troubleshooting tips and much more. All of our past webinars are available on our YouTube channel.

## ON-SITE CONSULTING

Our team of Field Service Engineers and Regional Sales Managers provide a multitude of on-site consulting services, including overseeing your shutdown maintenance, advising on battery options, system upgrades and system set up and design.

## COMMISSIONING

Ensure your new system provides many years of protection for your critical loads with our start-up services and acceptance testing of the equipment and batteries.

### WORLD HEADQUARTERS

875 Dearborn Drive  
Columbus, Ohio 43085  
Phone: +1-614-846-7500  
Toll Free: +1-800-635-7300  
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### GLOBAL OFFICES LOCATED IN

Mexico                      South America  
Asia Pacific                Middle East  
Canada                      India

### WEBSITE

[www.solidstatecontrolsinc.com](http://www.solidstatecontrolsinc.com)

### EMAIL

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**THE PURPOSE OF OUR BUSINESS IS TO PROVIDE CONTINUITY OF ELECTRICAL POWER TO KEEP BUSINESSES IN BUSINESS.**

**WE DO THIS BY HELPING CLIENTS SOLVE THEIR POWER PROBLEMS AND BY CREATING THE MOST ECONOMICAL LONG-TERM RESULTS.**